For further assistance, call the VAMS Zoom Room:

646-876-9923

Code: 2245615603
PRIVACY NOTE

To receive the COVID-19 vaccine, personally identifiable information (PII) and protected health information (PHI) will be entered into VAMS. PII is any data that could potentially identify an individual. PHI includes demographic information and relates to the individual’s past, present, or future physical or mental health or condition. VAMS complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For more information about HIPAA visit: https://www.cdc.gov/phlp/publications/topic/hipaa.html

How to Use the Quick Reference Guide

This manual is to be used by the Front Desk staff to better understand and manipulate VAMS. In this guide, you will find sets of instructions to assist you while maneuvering VAMS. If you need more assistance, a User Manual is available with more information.

Disclaimer

The content contained in WV VAMS training materials is provided only for educational and informational purposes for the clinic users in West Virginia. West Virginia attempts to ensure that content is accurate and obtained from reliable sources but does not represent it to be error-free. West Virginia does not warrant that any functions on the VAMS website will be uninterrupted, that defects will be corrected, or that the website will be free from viruses or other harmful components. Any links to third party information on the website are provided as a courtesy and do not constitute an endorsement of those materials or the third party providing them.
## Activate Your User Account
1. Check your email for the link to set up your account.
2. Click the registration link in your email.
3. Verify your email address.
4. Create your password.
5. Check your email account for a verification code.
6. Enter the verification code.
7. Read the terms and conditions and check the box if you agree.
8. Click Create Account.

## Verify a Recipient’s Appointment
### (Using a QR code):
1. Scan the QR code.
2. Verify the recipient’s identity.
3. Select the recipient’s form if identity.

### (Manually):
1. Find the recipient.
2. Click Check-in Recipient.

## Verify Pre-vaccination Questionnaire is Complete
1. You will either see:
   - The Recipient has completed the Pre-vaccination questionnaire, or
   - Recipient has not yet completed the pre-vaccination questionnaire.
2. The recipient may need to log into VAMS to complete the questionnaire.

## Confirm the Recipient’s Identity
1. Once the questionnaire is confirmed, you will see the Validate Recipient screen.
2. Validate the recipient’s information.
3. Select the form of identification.
4. Click Next.

## Cancel Appointments
1. Click Cancel beside recipient’s name.
2. Confirm cancellation.
3. Click Cancel Appointment or Keep Appointment.
4. Click Ok.

## Access Multiple Clinics in VAMS
1. Click on the drop-down arrow next to your name in the upper right-hand corner of the screen.
2. Click Switch Portals.
3. Select the Access Portal button of the clinic you would like to access.

## Register as COVID-19 Vaccine Recipient
1. Click the registration link in your email.
2. Enter your email address.
3. Enter the same password you use when you log in as a user.
4. Click the box beside I’m not a robot.
5. Click Login.
6. Click Access Portal below the clinical or recipient portal to complete the vaccination registration process.

## Find a Recipient
1. Click the Search for existing recipient’s button.
2. Enter the required information.
3. Click Search.

## Create a Walk-In
1. Click the Search for existing recipient’s button.
2. Enter the required information.
3. Click Search.
4. Click in the button beside the recipient’s name.
5. Click Schedule Walk-In.

## Conflicting Appointment
1. Choose Keep or Cancel when the Conflicting Appointment pop up appears.

### Keep the Appointment
1. Select No, Keep the existing appointment.
2. Click Submit.

### Cancel the Appointment
1. Select Yes, Cancel the existing appointment and reschedule as a walk-in.
2. Click Submit.
3. Click Cancel Appointment.
4. You’re directed to the Appointment Confirmation page to enter the walk-in appointment. Follow the above instructions to Create a Walk-In.
Add a New Recipient
1. Log into Vams.
2. Click Add New Recipient.
3. Enter the required demographic information.
4. Click Next.
5. Enter the insurance information, if necessary.
6. Click Next.
7. Review the information.
8. Click By checking this box, I confirm I have reviewed the above information with the recipient, and it’s accurate.
9. Click Finish.
10. Choose Schedule a walk-in or Schedule a future appointment.

Schedule a Future Appointment
1. Add or find a recipient.
2. Click Schedule future appointment.
3. Click Schedule future appointment.
4. Answer Have you ever received a COVID-19 vaccine?
5. Choose an available appointment.
6. Click Next.
7. Review the appointment information.
8. Click Submit.

Edit Recipient Demographic Information:
1. Open VAMS.
2. Click Check in Recipients.
3. Click Search existing recipients.
4. Enter First Name.
5. Enter Last Name.
6. Enter Date of Birth.
7. Click Search.
8. Click recipient’s name.
9. Click Edit.
10. Update fields.
11. Click Save.

Shared Accounts
1. Log into VAMS.
2. Click Add new recipient.
3. Choose Yes or No to Would you like to associate the new recipient with a representative, a guardian or an existing VAMS account?
4. Choosing Yes, will open more fields.
5. Enter Representative/guardian first name.
6. Enter Representative/guardian last name.
7. Enter Representative/guardian date of birth.
8. Complete the rest of the form.